

Press Release

For immediate release: 16 January 2015

Patients report good experiences of pilot discharge support service

The experience of patients discharged home from the Royal Shrewsbury Hospital under a new support scheme has been evaluated by Healthwatch Shropshire. The Integrated Community Service (ICS) team, managed by Shropshire Community Health NHS Trust and Shropshire Council, has been piloted in the Shrewsbury and Atcham area.

The findings were predominantly positive, with the vast majority of respondents reporting that the service was the best way of meeting their needs on returning home from hospital. The majority of respondents also felt supported at home from day one, and that both they and their home were treated with respect by staff.

The service is now being rolled out across Shropshire. Healthwatch Shropshire is keen to hear from people using the service to find out their experiences.

Jane Randall-Smith, Chief Officer of Healthwatch Shropshire, said:

“Support for patients when they have been discharged from hospital is vital, so it was really important that the patient experience of the pilot was thoroughly evaluated before the scheme was rolled out across Shropshire. The findings of our report will give the service the opportunity to build on what’s working well and address any concerns to ensure the best possible service is provided.”

The full report can be found on the Healthwatch Shropshire website at <http://www.healthwatchshropshire.co.uk/documents>.

Further information about the Integrated Community Service (ICS) team can be found on the Shropshire Community Health NHS Trust website at <http://www.shropscommunityhealth.nhs.uk/rte.asp?id=11181>.

Healthwatch Shropshire is the independent consumer champion for health and social care in Shropshire. It gathers the views and experiences of patients, service users, carers, and the general public about services including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and children’s services. It also has statutory powers that it can use to influence service provision by encouraging improvements.

Ends

Notes for Editors:

Healthwatch Shropshire is one of a network of 148 Local Healthwatch in England. It is supported by a national organisation, Healthwatch England.

It has a team working in community engagement, plus a volunteer programme, a visit programme to health and social care premises and an associate membership scheme to involve the public in its work. It also has a signposting service to help people access health and social care services and support.

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